

ORIGINAL

COMMISSIONERS
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0000168790

RECEIVED

ARIZONA CORPORATION COMMISSION

2016 MAR -2 P 3:09

AZ CORP COMMISSION
DOCKET CONTROL

March 2, 2016

To: Docket Control

RE: CenturyLink*Qwest
Docket No. T-01051B-15-0382

Please docket the attached ____11____ customer comments OPPOSING a rate increase.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

MAR 02 2016

DOCKETED BY	A handwritten signature in black ink, appearing to be "K9" or similar, written over a white background.
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T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Jenny Gomez	Phone: <<< REDACTED >>>	Opinion Date: 2/11/2016
Opinion Number: 2016 - 128814		Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed		Closed Date: 2/11/2016 8:15 AM

First Name: Dan	Last Name: Oelkers	Account Name: Dan Oelkers
Address: <<< REDACTED >>>		
City: Phoenix	State: AZ	Zip Code: 85048
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: CenturyLink * Qwest	Division: Telephone
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Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Re: Letter from: CenturyLink to Rim Ranch HOA - Payson, AZ. I may not fully understand how many times the government is mandating facility moves. I would hardly think that it's every month as the rate increase request for billing customers indicates. Once the rate increase is posed on the customers, the customers are paying every month whether the moving costs are incurred or not. I would much rather see CenturyLink submit a moving cost bill to the commission and have the commission determine the increase in rates for THAT specific move for a specific time frame. This, to me, would be fair to both CenturyLink and the consumers thereby accomplishing what the commission is there for. Protection for Company and Consumer. Thank you.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
2/11/2016	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

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Company: CenturyLink * Qwest	Division: Telephone
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Nature Of Opinion

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Investigation

Date:	Analyst:	Submitted By:	Type:
2/11/2016	Jenny Gomez	Telephone	Investigation

Noted and filed for the record in Docket Control.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Richard Martinez **Phone:** <<< REDACTED >>> **Opinion Date:** 2/2/2016
Opinion Number: 2016 - 128652 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 2/2/2016 4:00 PM

First Name: Ramona **Last Name:** Munoz **Account Name:** Ramona Munoz
Address: <<< REDACTED >>>
City: Mesa **State:** AZ **Zip Code:** 85207
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest

For Assignment

Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

I'M totally against Century Link wanting to charge me just for relocating to another building .That's on them why should consumers pay for a move if they are granted this then more companies will follow suit .
Thank You Ramona,Munoz

Investigation			
Date:	Analyst:	Submitted By:	Type:
2/2/2016	Richard Martinez	Telephone	Investigation

Entered into the database for the record and sent to Docket Control for docketing.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Jenny Gomez	Phone: <<< REDACTED >>>	Opinion Date: 1/27/2016
Opinion Number: 2016 - 128532		Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed		Closed Date: 1/27/2016 11:30 AM

First Name: Patricia	Last Name: Schroeder	Account Name: Patricia Schroeder
Address: <<< REDACTED >>>		
City: Sun City West	State: AZ	Zip Code: 85375
Home: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: CenturyLink * Qwest	Division: Telephone
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Nature Of Opinion

Docket Number: T-01051B-15-0382	Docket Position: Against
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I am a senior and on a fixed income. My utility bill is too high already. Please deny their request! Thank you,
Patricia Schroeder

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Richard Martinez	Phone: <<< REDACTED >>>	Opinion Date: 1/22/2016
Opinion Number: 2016 - 128487	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 1/22/2016 11:25 AM	

First Name: Carol	Last Name: Spencer	Account Name: Carol Spencer
Address: <<< REDACTED >>>		
City: Pomerene	State: AZ	Zip Code: 85627

Company: CenturyLink * Qwest	Division: Telephone
For Assignment	Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: T-01051B-15-0382	Docket Position: Against
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T-01051B-15-0382

To whom it may concern:

I was not surprised to learn of the conflict of interest that goes with the corporate commission board. I do hope you have changed your rules to protect that in the future.

Regarding docketnumber T-01051B-15-0382, I am writing to oppose any increase in Century Link's Family Relocations Charges.

It may seem like a small amount however for retired educators of Arizona it has been many years since we've had even a cost of living increase but our social security checks were reduced while insurance (health) costs for supplemental health care were increased along with utility increases, property and sales taxes etc. That means that after accepting low wages that equal low retirement income, we are expected to manage somehow yet we cannot pass living costs on to anyone.

Corporations can deduct costs from income and have the means to pass costs on, leaving them able to increase the salaries of their "C.E.O.s" that never seem to earn enough.

Arizona Corporation Commission
Utilities Complaint Form

I asked for information as to whether the corporation does regular audits when these increases are requested and was unable to get an answer.

My understanding about our state government was that it was to serve ALL the people in this state, not just the wealthy corporations.

Tell me please, as these circumstances continue - what are the answers for people like myself. Can't rates, on a sliding scale, where large consumption business's pay more and people with low incomes pay less. Right now, to get financial assistance you must have extremely low incomes. you can be borderland financially but because it is gross income they use, people with medical bills aren't considered. Why not use income tax returns?

I do hope you understand why I am writing and give it serious consideration as there are many of us affected by your decisions.

Sincerely,

Carol J. Spencer

		Investigation	
Date:	Analyst:	Submitted By:	Type:
1/22/2016	Richard Martinez	Telephone	Investigation
Comments noted for the record and filed in Docket Control.			

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Richard Martinez **Phone:** <<< REDACTED >>> **Opinion Date:** 1/21/2016
Opinion Number: 2016 - 128456 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 1/21/2016 4:39 PM

First Name: Shaw **Last Name:** Miles **Account Name:** Shaw Miles
Address: <<< REDACTED >>>
City: Tucson **State:** AZ **Zip Code:** 85750
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest

For Assignment

Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

I am opposed to the imposition of a relocation fee by CenturyLink. The description and explanation of the action are too vague to comment very specifically. It is unclear if the \$1 per access line will be a monthly or annual fee; there is no explanation of what review will be made after the first twelve months or beyond by what authority to determine if and by how much the fee will be increased, or maybe even reduced(!), for the next unspecified period; there is no discussion of exactly what the fee monies will be spent on and whether any regulatory approval is required for use of the funds collected or if an audit provision will be incorporated into any approval; finally, if the rate is approved, there should be a sunset provision after a reasonable period of time, perhaps five (5) years, when the fee must be retired or renewed by additional public comment and regulatory approval. The proposed fee may seem like a small amount of money but to many folks on fixed income, the higher proposed amount is a large percentage increase in the basic cost of telephone service. It would be nice to hear that CenturyLink applying to the Commission to return some of its recent profits to subscribers by repairing its aging infrastructure to improve reliability of service.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
1/21/2016	Richard Martinez	Telephone	Investigation

Comments entered for the record and docketed.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter	Phone: <<< REDACTED >>>	Opinion Date: 1/7/2016
Opinion Number: 2016 - 128260	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 1/7/2016 4:18 PM	

First Name: George	Last Name: Bilotta	Account Name: George Bilotta
Address: <<< REDACTED >>>		
City: Mesa	State: AZ	Zip Code: 85207
Home: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: CenturyLink * Qwest

Nature Of Opinion

Docket Number: T-01051B-15-0382
NO NEW FEES

Docket Position: Against

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter	Phone: <<< REDACTED >>>	Opinion Date: 1/7/2016
Opinion Number: 2016 - 128250	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 1/7/2016 4:15 PM	

First Name: Paul	Last Name: Hering	Account Name: Paul Hering
Address: <<< REDACTED >>>		
City: Phoenix	State: AZ	Zip Code: 85043
Home: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: CenturyLink * Qwest

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

When will this sunset? How can a company borrow money from its customers, interest free, for an unlimited time? The money is to be used for relocation? Why? Shouldn't a company have to have this money in their budget to finance moving the company? If this is such a good deal, why are they not doing conventional financing? A company is not entitled to recover cost of relocation this way (a surcharge?). They are not a monopoly and should not be able to accumulate monies in this manner. Come up with a standard way to finance this relocation instead of STEALING IT from your customers.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter	Phone: <<< REDACTED >>>	Opinion Date: 1/7/2016
Opinion Number: 2016 - 128261	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 1/7/2016 4:21 PM	

First Name: Edythe	Last Name: Jensen	Account Name: Edythe Jensen
Address: <<< REDACTED >>>		
City: Gilbert	State: AZ	Zip Code: 85233
Home: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: CenturyLink * Qwest

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

I request that the Arizona Corporation Commission require Century Link to maintain and repair existing infrastructure before it grants this rate increase. As a resident of a 45-year-old large-lot subdivision in Gilbert, I and my neighbors have long experienced outages, loud crackling on phone lines and interrupted internet access because Century Link has not properly maintained our aging lines. When repairs are done, they seem to be done improperly at the lowest cost and the problems soon return. It is getting worse as many of my frustrated neighbors are ditching their land lines. And it is creating a double standard, burdening residents in older areas with inferior service at ever-increasing costs.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter	Phone: <<< REDACTED >>>	Opinion Date: 1/15/2016
Opinion Number: 2016 - 128396		Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed		Closed Date: 1/15/2016 10:44 AM

First Name: George	Last Name: Raymond	Account Name: George Raymond
Address: <<< REDACTED >>>		
City: Mesa	State: AZ	Zip Code: 85212
Home: <<< REDACTED >>>		

Company: CenturyLink * Qwest	Division: Telephone
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Nature Of Opinion

Docket Number: T-01051B-15-0382

Caller opposed to any increase in bills and specifically any relocation charge. He believes you cannot keep raising rates for seniors.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter	Phone: <<< REDACTED >>>	Opinion Date: 1/19/2016
Opinion Number: 2016 - 128420	Priority: Respond within 5 business days	
Opinion Codes: Rate Case Items - Opposed	Closed Date: 1/19/2016 2:29 PM	

First Name: J	Last Name: Sujch	Account Name: J Sujch
Address: <<< REDACTED >>>		
City: Scottsdale	State: AZ	Zip Code: 85255
Cell: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: CenturyLink * Qwest	Division: Telephone
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Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Docket: T-01051B-15-0382 Comment: What Century Link is asking for clearly resembles a "money grab"...a rate increase by another name. Why would a "facility" need to be moved, especially by government order? Was it improperly and erroneously situated to begin with? Constructed without proper permits? Built to substandard specifications? Built where there were no easements, improper easements, or ignored easements? Does this relocation rate increase have its origin with their internet/television division and not their telephone division? If any of these apply those incorrect decisions should come from their profits, not from our pocket books. A person of average intelligence can see that a rate increase(s) in even dollar increments, \$1.00, \$2.00 and then \$3.00 clearly portray a rate hike. Their so called relocation expense(s) can be exactly repaid by even dollar rates? How convenient. As for facts, how many "facilities" have had to be re-located in the past five years? Where are they located? Where is the documentation that proves the re-location(s) were by government order? Why did these "facilities" require relocation? What was the actual cost of the relocations? Were upgrades to the facilities bundled into and hidden within the relocation costs? Why are rate payers on the hook? If and I stress IF, these relocations are deemed to have factual merit, why then is there no "sunset" provision attached to the collection of fees once reimbursement has been made? Again, it is nothing more than a rate hike disguised as a needed reimbursement fee. Century Link is rapidly losing land line customers and is trying to invent a new revenue stream. This is unacceptable. There are no other telephone companies providing land line telephone service in the general Phoenix area. Century Link is a MONOPOLY and it needs to be regulated as such. Trust that if this aggressive rate hike is implemented, I will be one of the first to drop both of my land lines and will rely totally on cellular or VOIP service. I remind the Commission that you folks are in your respective positions to protect consumers. Please do so by rejecting this absurd rate increase.